

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>
To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
Date: 8/17/2020 3:20:29 PM
Subject: New Process for Submission of Public Comments for Public Hearing

Dear Mayor and Council,

The City Clerk's Office launched a webform for receipt of public comments for Public Hearing since March in addition to the option of submitting through an email address with the intent to disable the email option in September. The webform was developed for the following reasons:

- Allows the Clerk to require the public member to select their position on the application whereas in an email format, the Clerk would have to interpret the position of the public member, if it is not clearly stated;
- Instant receipt of the comments, whereas via email it can take quite some time for the system to release the email/might not release it if it contains any information that might make it think it contains a virus;
- Allows the Clerk to ask if the public member is a citizen of Vancouver, as well as what neighbourhood they are from;
- Allows the Clerk to run reports for current public hearings, as well as for past public hearings, and would be able to run an annual report if required with statistics;
- Reports are more user friendly, more readable and more searchable;
- Reports also generate a more accurate number of correspondence, whereas the Clerk would have to manually count the pieces of correspondence received via email;
- Allows for comments up to 3000 characters but also has the ability to allow the public member to attach any document, picture or pdf as they need to;
- Lives on the vancouver.ca public website and the public member has access to additional information around the Public Hearing process; as well as they are notified immediately of the City's privacy policies etc.;
- Provides the public member with a case number as reference if they ever need to follow up;
- Accessible by the 3-1-1 team, via telephone, or any member of the Clerk's team, if the member of the public does not have access to a computer; and
- More easily redactable of private information, saving the Clerks time for posting on the public website.

Processing emails especially for high profile items has been challenging for the Clerk's Office to have them distributed in a timely manner. This webform will reduce the amount of resources required to review emails and prepare them for distribution to council.

Here is the link to webform for Public Hearing correspondence: <https://vancouver.ca/your-government/contact-council-public-hearing.aspx>

If you have any questions, please contact Rosemary Hagiwara at rosemary.hagiwara@vancouver.ca.

Best,
Sadhu

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Pronouns: he, him, his



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.

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